## ABSTRACT

The invention relates to identifying callers in a terminal of a telephone communications network in which the caller's number is transmitted by the network at the time of an incoming call. The invention proposes providing the terminal with an agent which, on or after receiving a caller's number, selects at least one external server likely to be able to provide identity information; the agent then uses a request file and the caller's number to prepare a request whose argument is the caller's number and whose destination is the server. The request is sent to the server to obtain the information. In the absence of a result, the agent can send a plurality of requests in succession.

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